

ACTIVE DUTY FOR OPERATIONAL SUPPORT (ADOS) INFORMATION GUIDE



For Reserve and National Guard Soldiers assigned to USAREUR on Individual
ADOS Orders in a PCS status

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US ARMY EUROPE

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WELCOME TO U.S. ARMY EUROPE (USAREUR)

Congratulations on accepting a position with US Army Europe! Here is some helpful information about coming to USAREUR and what to expect.

It is recommended that you print this guide and have it with you as arrive and in-process. Taking notes can help you remember to ask pertinent questions or as a reference throughout your tour.

GENERAL INFORMATION

The intent of this information guide is to provide a basic overview of common questions Reserve Component Soldiers have when preparing to either PCS to USAREUR for an unaccompanied tour that is \leq 1 year but 181 or more days or perform missions in a Temporary Duty (TDY) of less than 180 days.

The information contained in this guide is meant to be a reference and is not all-inclusive, nor are any of these options endorsed by USAREUR.

General information is provided in this chapter and location specific information is provided in the following chapters.

Tour of Duty (TOD) Packet

Your TOD packet will take approximately 60-90 days to complete prior to orders generation. Once you have applied for a position and have been selected, it is important for you to work with your chain of command to gain approval.

Start dates in TOD are not concrete. The ADOS team at USAREUR will work with you and the force requestor to determine a final start date. ADOS Soldiers are not authorized to report late. If you cannot report to your duty location at the time indicated on your orders, contact the ADOS team to have your orders amended.

Early reporting is not authorized.

Permanent Change of Station (PCS) Orders

If your orders are for 181 days or more, you will receive a no-cost PCS order without shipment of household goods (HHG) or personally owned vehicle (POV). Read your orders carefully. If you have any questions or do not understand the instructions indicated, contact the ADOS team.

If your orders are for less than 181 days, you were issued a TDY order. Please contact the ADOS team for more information

Sponsorship

Sections/units are responsible for assigning a sponsor to incoming personnel. You will receive the name of your sponsor once you have been accepted for the position. Your sponsor should contact you prior to your arrival. If your sponsor does not contact you within 30 days of your report date, please call the POC on your TOD packet.

You sponsor can assist with the following:

1. Provide information regarding the area
2. Assist with travel and lodging

3. Set up a CMR mailbox
4. Arrange pick-up from the airport (either sponsor pick-up or taxi-which is reimbursable)
5. Assist with in-processing

Government Travel Charge Card (GTCC)

A Government Travel Charge Card is required to be selected for this position. Your home unit chain of command can assist you. Please ensure that your unit DTS administrator detaches you in DTS prior to your arrival allowing your gaining unit to receive you during in-processing.

Passports

Tourist Passports are required for leisure travel outside of your host nation. It can take up to 8+ weeks to process a tourist passport in Europe. It is recommended that you have a tourist passport prior to your travel to theater. If you do not have a tourist passport, apply for one prior to leaving the United States if you plan to do tourist travel while stationed abroad. Apply for tourist passports at any US Post Office or visit: www.travel.state.gov.

Personal Finances

Moving to a new country can be a very expensive activity. It is important to have a personal (or family) budget, determine potential additional expenses and put aside extra for the unexpected. Talk with your Sponsor about possible expenses that are specific to your new location such as housing deposits, transportation and household goods. Every OCONUS location has different challenges and specific requirements. Soldiers on ADOS must take these into account when conducting their personal financial planning.

Contact your local Army Community Services (ACS) office for assistance with financial planning and developing a family or PCS budget. The local Finance Office will provide information on allowances, advance pay options, and reimbursable costs during in-processing.

Entitlements

Entitlement are different for every individual. The Finance Office will brief you on your individual entitlements upon arrival and in-processed through finance.

The following entitlements may be authorized for unaccompanied PCS tours of 181 to 365 days:

- Base Pay (<http://www.dfas.mil/militarymembers/payentitlements/military-pay-charts.html>)
- Basic Allowance for Subsistence (BAS)
- Housing Allowance (determined by individual circumstances – contact finance office for more information)
 - Basic Allowance for Housing (BAH) at primary residence (orders address)
 - Overseas Housing Allowance (OHA) at overseas primary residence or duty location with secretarial waiver (<http://www.defensetravel.dod.mil/site/ohaCalc.cfm>)
 - OHA/FSH-O Utilities allowance at the without dependent rate (based on housing contract)

- Family Separation housing - overseas (FSH-O) allowance for off post housing at duty location with dependents living at the primary residence
- Move-In Housing Allowance (MIHA)

NOTE: Soldier without dependents will retain their primary residence BAH. If quarters are not available or Soldier (E7 and above) elects to live off post, they must choose to retain their BAH for their primary residence or request a waiver to receive the duty station OHA, whichever is higher. A Soldier without dependents will not receive both BAH and OHA. **OHA will NOT be paid until the waiver has been approved. This includes Advances as well.**

- Overseas Cost of Living Allowance (OCOLA) at the without dependent rate (<http://www.defensetravel.dod.mil/site/colaCalc.cfm>)
- Family Separation Allowance (FSA) if applicable

For an estimation of entitlements, review the chart in [Appendix A](#). If you have specific questions or concerns, contact the ADOS team at usarmy.wiesbaden.usareur.mbx.ados@mail.mil.

Additional entitlements Soldier will receive:

- Medical Coverage: You are enrolled into Tricare and your DEERS enrolled dependents are enrolled in Tricare Select
- Dental Coverage: You'll need to add the dental supplement for dependents at cost, if desired.

Any time there are life-changing events (marriage, divorce, and/or change in dependent status), you need to see the S1 with relevant documents to make changes to your entitlements. Failure to do so may result in a debt which can result in a *no-pay-due* situation.

Household Goods (HHG) Shipments and Storage

HHG shipments are not authorized, however, your order may authorize storage of your HHG. Contact your nearest installation transportation office for instructions on how to store you HHG for the duration of your tour.

Find your nearest transportation office at <https://move.mil/resources/locator-maps>. If you have any questions regarding the storage of your HHGs, use the phone numbers provided to seek clarification Personally Owned Vehicle (POV) Storage.

Your order may authorize you to store of POV at government expense. Contact your nearest installation transportation office for instructions on how to store your POV for the duration of your tour.

Bringing Dependents to Europe

This tour is an unaccompanied tour and command sponsorship for dependents is not authorized.

Most European countries allow for tourist visitation up to 90 days without a visa.

The Status of Forces Agreement (SOFA) in some countries allow dependents to reside with their service members for more than 90 days without a visa.

Contact the servicing legal office with any questions regarding SOFA, visas, and requirements.

What to Pack

Civilian clothes and personal effects. If living off-post, you are required to travel to and from your duty location in civilian clothing if you plan to make stops along the way. You are only allowed to go door-to-door in uniform. Additionally, any personal travel and time off will require civilian clothes.

Uniforms:

- OCP uniforms for wear during normal duty day.
- ASU/Mess Dress uniform for various payday activities, balls and functions.
- Army Physical Fitness Uniforms - Soldiers are required to conduct an Army Combat Fitness Test (“ACFT”) twice a year and group PT may be required.

Organizational Clothing Items and Equipment (if you have already received an individual issue from your unit); (if not, you will go through the Central Issue Facility) during in-processing.

- ACH, IBA, Ear Protection, Gloves, etc. (range necessities) as Soldiers are required to conduct Individual Weapons Qualification (“IWQ”) twice a year.
- Sleeping bag, rucksack, snivel gear. You may be expected to travel in TDY status to austere locations, and you may be required to participate in Operation Atlantic Resolve-European Reassurance/Deterrence Initiative missions and exercises.

Required Documents

Military

- Updated ORB/ERB/SRB
- Copy of last DD 214
- Completed evaluation (OER/NCOER) from chain of command; this must be completed prior to arrival.

Finance

- Rent/Lease/Mortgage documents for your primary residence
- Marriage certificate
- Divorce decrees
- Birth certificate(s) for yourself and all dependents

Bring originals if possible; you will need them to in-process with finance and DEERS.

Life in Europe

In general, life in Europe is what you make of it. Learn the local customs and greetings. Take a language course even if it is just to learn the basic courtesies like “hello,” “please,” and “thank you” – courses may be available in person or using software from the garrison libraries. Contact your nearest ACS office for information about living in the community. Some garrisons offer a local tour to help newcomers try new foods, learn the public transportation options and ease the stress of getting around on the economy.

Traveling in Europe

If you get a chance to break away from the duty station, for a day trip, weekend or extended vacation, travel is a great way to experience what Europe has to offer. Whether you enjoy history, food, art, sports, culture,

romance, family, music, fashion or something different, there are many methods to travel and so many things to see and do – it all depends on you. The garrison MWR, religious group and local USO offices are great places to start and they may have planned trips for couples, families and groups. If you want to plan on your own, here are just a few ideas: Train – see information on EuroPass or your local train line for short-distance travel. Plane – see SkyScanner, Opodo, Travelocity, Kayak and many more for comparison of many airlines or go direct to EasyJet, RyanAir and others for your travel plans. Ship – contact your garrison Tickets & Tours or MWR for details or go direct to Costa Cruises, Norwegian Lines, Holland America Line, and others for details. Other websites, like Booking.com, LastMinute.com, VacationsToGo.com and SecretEscapes.com, offer package discounts and deals. Travelers are encouraged to confirm details (especially in the small writing and disclaimers) or secure travel insurance to cover the unexpected. Make sure your Tourist Passport is valid for at least 6 months after your trip end date or you may not be able to travel.

Some travel destinations may involve completion of specific requirements. When planning trips always consult the Foreign Clearance Guide at: <https://www.fcg.pentagon.mil/>. These requirements should be done prior to booking travel and submitting leave/pass forms.

Be vigilant. Enroll in the Department of State STEP program <https://step.state.gov/> to get email and text notifications about planned activities and security concerns for your area. Use the Department of State Travel <https://travel.state.gov/> to research vacation destinations on issues and requirements.

Get Involved

Take a class on the local culture or language. Volunteer with local organization – such as coach for youth sports, parent chaperone on school bus, USO tour guide, FRG event volunteer, religious group or something else. Get to know your neighbors, learn about local events and celebrations in your new community. Join an organization or local group – such as BOSS (Better Opportunities for Single Service members), local ski club, running team, hiking or walking group, sewing/quilting circle, arts/craft group, infant/toddler play group and so much more – or start a new group and advertise to get new members.

Driving Overseas

You should get an American Automobile Association (AAA) issued international driver's license if driving outside your local area. These can be issued from any AAA office in the United States. It is typically about \$20 and you will need to bring a passport photo.

Ensure that your US state-issued driver's license will not expire during the duration of our orders. If your state license will expire, have it renewed prior to your travel. You may be required to return to the US, at your own expense, to renew your license should it expire while on orders.

Keeping in Touch Abroad

A local cell number is recommended for communicating within your assigned country. International plans are not practical nor cost effective. Soldiers and their families should explore the variety of other options to communicate abroad or back to the United States. Many Soldiers and family members abroad find it convenient to utilize third party applications for audio or video chat functions. Below is a list of commonly used applications your family can explore to determine what will work best for your situation:

- Skype – text, call, video chat
- Facetime – video chat (Apple only)

- Facebook messenger – text, call, video
- WhatsApp – text, call, video

This list is not all-inclusive nor are any of these options endorsed by USAREUR.

More information on specific cell phone services is available in the location specific annexes of this document.

Coping with Stress

There are many options to help you cope with the stresses of moving. Talking to your chaplain or Military Family Life Consultant (MFLC) is private. (NOTE: Download the We Care Europe app to your phone for a direct link to your garrison chaplain, MFLC or crisis hotline.) They may be able to provide you will options to de-stress/relax or other resources that are available to you before, during and after the move. Contact your Sponsor or ADOS team POC to find out if there are organizations that might help relieve some of the pressure. Consider scheduling time with your current supervisor, friend, family member or medical provider to talk about concerns and determine available resources to assist. You can also contact Army One Source at (<http://myarmyonesource.com/default.aspx>) for more information.

Legal Services

Legal Offices and JAG personnel at each installation provide professional, ethical, accurate, and timely legal advice and services to the commanders, Soldiers, family members, and qualified civilian employees.

You may want to have a Power of Attorney in place while stationed overseas. A Power of Attorney is a written instrument that allows you (the "principal") to authorize someone else (your "agent" or "attorney-in-fact") to act on your behalf and carry on your business in your absence.

You can contact the USAREUR legal office by calling DSN: 537-0664 or International +49 (0611)-143-537-0664 or your nearest military legal assistance office.

Service Members Civil Relief Act

In 2003, President Bush signed the Servicemembers Civil Relief Act (SCRA) into law that replaced and expanded the former Soldiers and Sailors Civil Relief Act (SSCRA) from 1940.

The SCRA offers many protections to Soldiers serving on active duty ranging from mortgages to interest rates. The SCRA can come into play in matters relating to:

- Banking
- Foreclosures & Mortgages
- Auto loans
- Leases & Contracts
- Legal Proceedings
- Family Law Considerations
- Taxation
- Voting

If you need to learn more or are unsure about SCRA protections and whether they might apply to your family prior to or during an OCONUS PCS or deployment, contact your Legal Assistance Office or visit <https://scra.dmdc.osd.mil/scra/#/home>.

DURING YOUR TOUR

While on tour at USAREUR you will operate as a member of the unit/section for which you are assigned. All evaluations, leave/pass requests and day-to-day operations are at the direction of your chain of command. For specific information regarding your duty location, see the annexes provided. The following information applies to

Updating Your Personal Records

USAREUR does not have the capability to update your personal records as there is no access to ARnet and SIDPERS. Updates to your personal records will need to be completed by your home unit personnel.

Pay Inquires

All pay inquires will be submitted through the S1 office in your chain of command. The inquiry will be sent to the servicing finance office via transmittal. The finance offices do not take walk-ins.

UCMJ

You are attached to USAREUR for UCMJ, processed by the 21st TSC. Understand that you are guests in a foreign country and a representative of the United States Army and should act accordingly. Should you get into legal trouble, the host country government system retains first right of refusal for prosecution. If released to the Army, UCMJ action may be taken. If your tour ends during legal proceedings you may be retained on a non-voluntary active duty order issued by legal command.

Office Hours

Office hours are set by the unit/section. Typical hours begin NLT 0900 hrs until End of Mission, usually around 1700 hrs. You may be required to work all shifts to include weekends/holidays. Contact your sponsor or supervisor for your unit/section specific office hours/requirements.

Leave/Pass

Leave and pass are approved by your chain of command. Soldiers will adhere to all Army Regulation and local leave and pass policies.

Leave may be rolled over from one tour to another. If you have leave days accrued from a previous tour, submit a pay inquiry through your S1 with the appropriate documentation to have the leave credited to this tour.

Release from Active Duty (REFRAD)

It is important to understand that you are on a voluntary order that is dependent on mission requirements and funding, that may be terminated at any time by the force requestor. Every effort to allow ample time to out-process will be made.

Conversely, you may request a REFRAD at any time should your circumstances or ability to remain on orders change. The Mobilization and Reserve Affairs (M&RA) Division Chief must approve all early REFRADs. You will be required to comply with all legal contracts that you entered during your tour.

EXTENDING ORDERS

1095 Rule

According to AR 135-200, the “1095 Rule” states that a Reserve Component Soldiers cannot perform Active Duty for Operational Support (ADOS) for more than 1095 days (three years) out of 1460 (four years). If an ADOS Soldier will exceed the 1095 Rule, the force requestor must submit an exception to policy (ETP). An O7 or equivalent must sign the ETP before the ADOS team will process the request. Contact the M&RA ADOS Team for more information.

Active Federal Service (AFS)

According to AR 135-200, any tour which would cause the Soldier to accumulate more than 17 but less than 20 years of active federal service must be approved by HQDA G1 via an ETP. If an ADOS Soldier will exceed 17 years AFS, an ETP may be requested by the force requestor and must be signed by an O7, not the individual Soldier. Contact the M&RA ADOS Team for more information.

Extension Process

Extensions are not guaranteed and are dependent upon mission requirements, the force requestor, and funding. All extensions must be approved by your chain of command.

Should you request an extension in a different position, approval by the incoming and outgoing chain of command is required.

If you do not receive an order extending your current tour 30 days prior to the end of your current tour you must begin out-processing.

Extension Orders

Once you have received your extension orders, you must complete a modified in-processing. You will need to take your new orders to the following offices at a minimum:

- Finance (you will not continue to get paid without orders on file in finance)
- DEERS
- IACS
- Housing
- Post Office (CMR)
- HHBN
- Tricare

DEPARTING THEATER

Out-Processing

All Soldiers are required to out-process at the same location where they in-processed. Out-processing should be started 60 days prior to your tour end date. Specific information regarding out-processing can be obtained by visiting the out-processing center.

If you in-processed through a CRC, you will be required to return to the CRC no less than 39 days prior to the end of your tour for out-processing.

Out-Processing Brief

An out-processing brief will be held monthly in Wiesbaden, and offered by VTC and dial-in for locations outside Wiesbaden. All Soldiers will be required to attend the out-processing brief two months prior to the end of their orders, even if an extension is requested.

If you do not have extension orders in hand, you will attend the brief.

Solider for Life – Transition Assistance Program

All Soldiers on orders for more than 181 days must complete the Soldier for Life program prior to receiving their DD214. It is advised that you begin this process early. It will require approximately 20 hours of coursework. If you have completed this program in the last two years, you may be exempt. Contact the SFL/TAP office for details.

Congress mandates that all Soldiers complete the Soldier for Life program prior to out-processing. Leadership must schedule appropriate time for Soldiers to attend these mandatory programs.

GERMANY - GRAFENWOEHR/ANSBACH/HOHENFELS, PFULLENDORF, & VILSECK

BEFORE YOU ARRIVE

Bringing Dependents to Germany

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. When in doubt, Soldiers should contact appropriate offices to determine availability of services.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

Traveling With Pets

It is important to understand where you will be housed prior to considering bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be sure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: When traveling with pets, delays in travel that affect your timeline may incur additional expenses.

Travel to Theater

Your orders will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. This should be arranged with your Sponsor before arrival. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, you travel will be booked using DTS during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO/Carlson Wagonlit that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not process. *** **Ensure SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.**

Once you have received your itinerary, send it to your sponsor.

Arranging Temporary Lodging

Contact your sponsor for location specific lodging arrangements.

Transportation from Arrival Airport to duty location in Europe

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every Soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

USAREUR Driver's License

During in-processing you will attend a half-day classroom instruction followed by the written exam. You **MUST** have this license as a USAREUR Soldier to drive in Germany. The cost is typically \$15. It is recommended that you review the study guide ahead of time. The study guide can be found at: https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC_Bavaria_Transportation/Drivers-Handbook.pdf

REPORTING

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. You will in-process IACS for base access, HHBN, Welcome Center for in-processing schedule, and be introduced to your Supervisor and team if time allows. Upon completion you will be taken to your hotel or assigned your on-post accommodations.

In Processing

Your place of duty for 10 business days will be the in-processing center in uniform. TDY and other work-related travel is **not** authorized during in-processing.

In-processing begins on Day 1 in the Soldier for Life building.

- If staying at the Army Lodge, Soldiers can take the southbound base shuttle. Check posted time table outside the lodge.
- If residing off post, transportation is an individual requirement.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, etc. and scheduled briefings within various classrooms inside the Welcome Center

Required Documents

- 10 copies of your orders
- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

Finance

Responsible Finance Office: Wiesbaden Finance Office

Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to Entitlements Chart in [Appendix A](#).

You will be briefed on your individual entitlements during the finance in-processing brief.

Housing

Responsible Housing Office: Grafenwoehr Housing Office

The Unaccompanied Personnel Housing (UPH) Office is available to all service members.

E-7 and above, most senior enlisted quarters [SEQ] and bachelor officers' quarters [BOQ] are small one bedroom, furnished apartments with kitchenettes or a common kitchen per floor.

E-1 thru E-6 reside in the barracks with shared or private bedroom with either a shared bath or common latrine.

E7 and above may reside off-post if no SEQ or BOQ is available on post. Check with Sponsor first regarding on post availability.

Off-Post Housing in the Grafenwoehr Area

Off-post housing in the Grafenwoehr area can be very expensive. You will be required to pay a deposit on an off-post apartment or rental house. This is typically between \$3,000 and \$7,000 US dollars. A rental advance is available upon request but may not be paid prior to being required to submit the deposit. If the advance is taken it will be deducted monthly for up to the length of your orders set. Housing deposits may be kept up to 1 year after the end of a contract. Check with the landlord for details prior to signing your contract.

When choosing off-post housing, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized. **OHA is paid based on your PDS (If your order states Duty At: Grafenwoehr, you receive OHA based on the Grafenwoehr rate)**

IMPORTANT – If you currently reside in the Grafenwoehr area, confirm with the housing office which OHA area your zip lies in. There can be a large difference in OHA allowances between zip codes.

Additionally, there are very few rentals that are fully furnished. While the Army may provide “some” loaner furniture, you may need to purchase additional furniture and accessories. You will receive a one-time move-in allowance (MIHA). However the MIHA is location dependent and rarely exceeds \$500-700 U.S. Dollars.

You can check out www.homes.mil for available houses for rent; HOWEVER, you will NOT be able to schedule any visits or contract for a house UNTIL you:

- Complete finance and in-process through on-post housing for a Statement of Non-availability (SNA). This is different than the one you may receive for the hotel.
- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).

Transportation Options

Public transportation around Grafenwoehr, Germany and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work.

Carpool with other Soldiers in your section/apartment complex.

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. You will also be required to obtain a USAREUR driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

If your dependent is visiting for less than 30 day and will need to drive your USAREUR registered vehicle, you must visit the local military Customs Office and obtain an AE Form 550-175D (Authorization to Operate a POV). The customs staff will fill out the AE Form 550-175C (Request for Exception to Policy for Authorization to Operate a POV). You will be required to provide the sponsor's / vehicle owner's ID card, POV registration, name of visitor, a photocopy of the visitor's passport, and international driving permit or other driver's license valid in Germany. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR driver's license.

Insurance is required and must be provided prior to registration.

LOCAL INFORMATION

Banking & Credit Cards

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using an international bank account number (IBAN), which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

Following are number of banks to choose from:

1. Community Bank (<https://www.dodcommunitybank.com/>)
2. Service Credit Union (<https://www.servicecu.com/>)
3. Andrew's Federal Credit Union (<https://www.andrewsfcu.org/about-us/in-the-community/overseas.html>)
4. You may also open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. Soldiers should consider carrying local currency when shopping on the economy in case vendors do not accept credit cards.

Ensure credit cards, if you use them, have travel notices in place with the bank.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

It is highly recommended that you have a local phone number. International plans are very expensive. See [Keeping in Touch Abroad](#) for more options.

Cell Phone Services:

- Two options to choose from depending on your location (Grafenwoehr PX- TKS or T-Mobile) that have been vetted for military personnel.
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

Making calls to and from Germany:

1. To call the United States from Europe: 001 + area code + number.
2. To call Germany from the United States: 011 + 49 + German number.

Note: A German telephone number begins with a “0”; you drop the first “0” to the local number. Example: 09662-83-2289 dialed from the US would be 011-49-9662-83-2289.

Red Cross Messages

Prior to departing the United States, please provide your significant other the following information in case of an emergency:

- Duty Location
- Unit Name
- SSN
- Full name and Rank

Phone Numbers

- Grafenwoehr Red Cross 011-49-9641-83-1760 (from the US)
- 475-1760 (DSN in Germany)
- After duty hours (EOC) 011-49-9641-83-6613 (from the US)
- 475-6613 (DSN in Germany)
- Red Cross (US) 1-877-272-7337

Value Added Tax (VAT)

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2,500 are \$5 each. The forms for purchases greater than €2,500 cost \$25 each. Check with the retailer to see if they accept VAT forms. See the VAT office for more information.

Rationing

German, US Custom Laws, and US Army in Europe Regulations apply to all US Forces in Germany. Rationed items are not transferable and are for your own personal use. They are not for resale and violators are subject to disciplinary action. Rationed items include cigarettes, coffee, and liquor that are purchased in the PX, Shoppette, and Commissary.

Orders needs approval stamp or a rations card issued by the S1 upon arrival in Germany in order to receive rational privilege.

Helpful Links

USAREUR Website: <http://www.eur.army.mil>

USAG Bavaria Newcomer's Guide: <http://www.bavaria.army.mil/newcomers>

<https://home.army.mil/bavaria/index.php/newcomers>

Housing Information: <https://home.army.mil/bavaria/index.php/housing>

Get to know the USAG Ansbach website. <https://home.army.mil/ansbach/index.php/my-fort/newcomers>

Transportation/HHG <http://www.move.mil> (Must be authorized on your orders to be reimbursed by the government)

**Facebook has many useful pages

GERMANY – KAISERSLAUTERN, SEMBACH, KATTERBACH, BAUMHOLDER & BONN

BEFORE YOU ARRIVE

Bringing Dependents to Germany

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. You would need to contact the local offices to be advised on availability.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

Traveling With Pets

It is important to understand where you will be housed prior to consider bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be ensure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: Some timelines are very specific and may cause delays, as well as significant additional expense, for your pet's travel if you do not follow exact requirements.

Travel to Theater – Frankfurt Airport

Your orders will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, you travel will be booked via SATO during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If you orders are not processed in time, the tickets will not process. ***** Ensure SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.**

Once you have received your itinerary, send it to your sponsor.

Arranging Temporary Lodging

Soldiers in the grade of **E6 and below** will be housed on post in barracks. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Unaccompanied Army E-6 and below personnel are required to live in Army Barracks. Please report to Army Unaccompanied Housing located in Bldg 3213 on Kleber Kaserne or contact them at DSN (314) 483-8643.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will reside off-post and should arrange temporary lodging (hotel) until housing is leased.

If arranging temporary lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA). Any charges over that amount will not be reimbursed. See TLA Computing for more information: https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf

TLA is an entitlement to help defray the cost of lodging while seeking permanent housing. TLA is closely monitored and certain criteria must be met to continue to receive TLA.

Lodging should initially be reserved for 30 days. Contact the Ramstein Inn at Ramstein Air Force or the Vogelweh Lodging for reservations. It is required that you stay at the lodge if there is availability. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels close to Kleber Kaserne. You are free to use any

hotel of your choosing under the per diem cap, but be mindful that there is no transportation provided from any of the Lodges.

Members will be briefed on their TLA entitlement and their responsibilities at their newcomers briefing. Therefore, it is very important to get your briefing immediately upon arrival. With a reservation, Services generally blocks 30 days for a Temporary Living Facility room. After that it is space-available. But reservation policies are up to Air Force Inns. TLA is authorized for payment while member is "aggressively seeking housing". The housing office has authority to approve TLA up to 30 days.

- Contacting Ramstein Inn (Ramstein Air Base)
 - 011- 49- 6371- 47- 4920 From USA
 - 06371-46-320 From Germany
 - DSN 480-4920
 - ramstein.lodging@us.af.mil
- Contacting Vogelweh Lodging
 - 011-49-631-536-8910
 - 0637-145-4920
 - DSN 480-4920
 - DSN 480-8910
 - lodging@ramstein.af.mil

Transportation from Arrival Airport to duty location in Europe

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

USAREUR Driver's License

During in-processing you will attend a half-day classroom instruction followed by the written exam. You MUST have this license as a USAREUR Soldier to drive in Germany.

REPORTING

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. You will in-process IACS for base access. Welcome Center for in-processing schedule, and be introduced to your Supervisor and team if time allows. Upon completion you will be taken to your hotel or assigned your on-post accommodations.

In Processing

Your place of duty for 10 business days will be the in-processing center in uniform. TDY and other work-related travel is **not** authorized during in-processing.

In-processing begins at 0730 on Day 1 in Building 3245 at the In/Out Processing Welcome Center Building in Kleber Kaserne.

- If residing off post, transportation is an individual requirement.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, etc. and scheduled briefings within various classrooms inside the Welcome Center.

Required Documents

- 10 copies of your orders
- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

Finance

Responsible Finance Office: Kaiserslautern Finance Office 266th FMSC

Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

Housing

Responsible Housing Office: KMC Housing Management Office

Soldiers in the grade of **E6 and below** will be housed on post in barracks.

Unaccompanied Army E-6 and below personnel are required to live in Army Barracks. Please report to Army Unaccompanied Housing located in Bldg 3213 on Kleber Kaserne or contact them at DSN (314) 483-8643.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will reside off-post and should arrange temporary lodging (hotel) until housing is leased.

Off-Post Housing in the Kaiserslautern Area

Approximately 11,000 rental units are scattered throughout 300 villages within a 20-mile radius of Ramstein AB and Kaiserslautern. One, two and three bedroom units are available. There are units with four bedrooms and higher, but are somewhat more difficult to find. Many landlords do not allow pets, so ask before making any commitments.

A rental advance is available upon request but may not be paid prior to being required to submit the deposit. If the advance is taken it will be deducted monthly for up to the length of your orders set. Housing deposits may be kept up to 1 year after the end of a contract. Check with the landlord for details prior to signing your contract.

When choosing off-post housing, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized.

Additionally, there are very few rentals that are fully furnished. While the Army may provide “some” loaner furniture, you may need to purchase additional furniture and accessories. You will receive a one-time move-in allowance (MIHA). However the MIHA is location dependent and rarely exceeds \$500-700 U.S. Dollars.

You can check out www.homes.mil for available houses for rent; HOWEVER, you will NOT be able to schedule any visits or contract for a house UNTIL you:

- Complete finance and in-process through on-post housing for a Statement of Non-availability (SNA). This is different than the one you may receive for the hotel.
- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).

Transportation Options

Public transportation around Kaiserslautern, Germany and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work.

Carpool with other Soldiers in your section/apartment complex.

Note: Travel in Uniform from residence to place of duty is not allowed if utilizing any of the modes of transportation above.

Vehicle purchase options include:

- MWR bid sale (Any auto skill location)
- Ramstein Lemon lot (resale lot) (located next to Commissary)
- Various dealerships/lots in the greater Kaiserslautern Military Community Consolidated (KMCC) and Ramstein Air Base locale

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. You will also be required to obtain a USAREUR driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

If your dependent visits for less than 30 days, they can request a memo from customs to legally drive your vehicle. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR driver's license.

LOCAL INFORMATION

There are various base annexes in Kaiserslautern. Kleber, Panzer, Daenner, Sembach, ROB, and Volgelweh. Ramstein Air Base houses the BX, Food Court, Commissary, Gas Station and the Ramstein

Inn Lodge. Sembach is where vehicle registration is located, in addition Vogelweh (Capone AB) has a registration office and vehicle inspection. Vogelweh also has a Commissary and gas station.

Banking & Credit Cards

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using and IBAN, which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are a number of banks to choose from:

1. Community Bank (<https://www.dodcommunitybank.com/>)
2. Service Credit Union <https://servicecu.org/locations/>
3. You may also open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger box stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. It is recommend carrying local currency if you plan to shop on the economy.

Ensure credit cards, if you use them, have travel notices in place with the bank.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Germany. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a German cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

Value Added Tax (VAT)

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2500 are \$5. The forms for purchases greater than €2500 cost \$25. Check with the retailer to see if they accept VAT forms. See the VAT office for more information.

Helpful Links

USAREUR Website: <http://www.eur.army.mil>

USAG Wiesbaden Website: <https://home.army.mil/rheinland-pfalz/>

Transportation/HHG <http://www.move.mil> (Must be authorized on your orders to be reimbursed by the government)

**Facebook has many useful pages

GERMANY - STUTTGART

BEFORE YOU ARRIVE

Bringing Dependents to Germany

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. When in doubt, Soldiers should contact appropriate offices to determine availability of services.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

Traveling With Pets

It is important to understand where you will be housed prior to considering bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be sure you know exactly where you

will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: When traveling with pets, delays in travel that affect your timeline may incur additional expenses.

Travel to Theater – Stuttgart Airport

Your orders will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. This should be arranged with your Sponsor before arrival. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, your travel will be booked using DTS during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO/Carlson Wagonlit that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not process. *** **Ensure SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.**

Once you have received your itinerary, send it to your sponsor.

Arranging Temporary Lodging

If arranging temporary lodging, you are only afforded 65% of the current locality per diem lodging rate. Any charges over that amount will not be reimbursed. See TLA Computing for more information: https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf.

Soldiers will contact the Panzer or Kelley Army Lodge and make initial reservations for 30 days. Contact the Panzer or Kelly Army Lodge for reservations. It is required that you stay at the lodge if there is availability. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels recommended by the Army Lodge. You are free to use any hotel of your choosing under the per diem cap, but be mindful of transportation to your duty location.

Transportation from Arrival Airport to duty location in Europe

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every Soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

USAREUR Driver's License

During in processing you will attend a half-day classroom instruction followed by the written exam. You **MUST** have this license as a USAREUR Soldier to drive in Germany. The cost is typically \$15. It is recommend that you review the study guide ahead of time. The study guide can be found at: https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC_Bavaria_Transportation/Drivers-Handbook.pdf

REPORTING

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing (Day 1). You will in-process IACS for base access, Reception Center for in-processing schedule, and be introduced to your Supervisor and team if time allows. Upon completion you will be taken to your hotel or assigned your on-post accommodations.

In Processing

Upon your arrival, you will report to the Joint Reception Center, Headquarters Commandant's office located at Building 2308, Room 138, Patch Barracks, to begin in processing to the command. It may take you approximately 10 duty days to complete the USAG newcomer's in processing orientation.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, etc. and scheduled briefings within various classrooms inside the Reception Center

Required Documents

- 10 copies of your orders
- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

Finance

Responsible Finance Office: Stuttgart Finance Office

Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

Housing

Responsible Housing Office: Stuttgart Housing Office

Soldiers in the grade of **E6 and below** will be housed on post in barracks if available.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will be housed off-post. A statement of non-availability will be issued by the on-post housing office and you will be referred to off-post housing.

Off-Post Housing in the Stuttgart Area

Off-post housing in the Stuttgart area can be very expensive. You will be required to pay a deposit on an off-post apartment or rental house. This is typically between \$3,000 and \$7,000 US dollars. A deposit advance is available upon request but may not be paid prior to being required to submit the deposit. If the

advance is taken it will be deducted monthly for up to the length of your orders set. Housing deposits may be kept up to 1 year after the end of a contract. Check with the landlord for details prior to signing your contract.

When choosing off-post housing, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized. **OHA is paid based on your PDS (If your order states Duty At: Stuttgart, you receive OHA based on the Stuttgart rate)**

IMPORTANT – If you currently reside in the Stuttgart area, confirm with the housing office which OHA area your zip lies in.

Additionally, there are very few rentals that are fully furnished. While the Army may provide “some” loaner furniture, you may need to purchase additional furniture and accessories. You will receive a one-time move-in allowance (MIHA). However the MIHA is location dependent and rarely exceeds \$500-700 U.S. Dollars.

You can check out www.homes.mil for available houses for rent; **HOWEVER**, you will **NOT** be able to schedule any visits or contract for a house **UNTIL** you:

- Complete finance and in-process through on-post housing for a Statement of Non-availability (SNA). This is different than the one you may receive for the hotel.
- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).

Transportation Options

Public transportation around Stuttgart, Germany and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work.

Carpool with other Soldiers in your section/apartment complex.

Vehicle purchase options include:

- USAG MWR bid lot
- USAG Stuttgart resale lot
- Various dealerships/lots in the greater Stuttgart area

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. You will also be required to obtain a USAREUR driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

If your dependent is visiting for less than 30 day and will need to drive your USAREUR registered vehicle, you must visit the local military Customs Office and obtain an AE Form 550-175D (Authorization to Operate a POV). The customs staff will fill out the AE Form 550-175C (Request for Exception to Policy for Authorization to Operate a POV). You will be required to provide the sponsor's / vehicle owner's ID card, POV registration, name of visitor, a photocopy of the visitor's passport, and international driving

permit or other driver's license valid in Germany. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR driver's license.

Insurance is required and must be provided prior to registration.

LOCAL INFORMATION

USAG Stuttgart is a part of Installation Management Command (IMCOM), and manages five installations in the Stuttgart area: Panzer Kaserne, Patch Barracks, Kelley Barracks, Robinson Barracks and Stuttgart Army Airfield.

Banking & Credit Cards

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using an international bank account number (IBAN), which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are a number of banks to choose from:

4. Community Bank (<https://www.dodcommunitybank.com/>)
5. Service Federal Credit Union (<https://www.andrewsfcu.org/about-us/in-the-community/overseas.html>)
6. You may also open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. Soldiers should consider carrying local currency when shopping on the economy in case vendors do not accept credit cards.

Ensure credit cards, if you use them, have travel notices in place with the bank.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

It is highly recommended that you have a local phone number. International plans are very expensive. See [Keeping in Touch Abroad](#) for more options.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel.
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

Making calls to and from Germany:

1. To call the United States from Europe: 001 + area code + number.
2. To call Germany from the United States: 011 + 49 + German number.

Note: A German telephone number begins with a “0”; you drop the first “0” to the local number. Example: 09662-83-2289 dialed from the US would be 011-49-9662-83-2289.

Red Cross Messages

Prior to departing the United States, please provide the following information to your family/friends in case of an emergency:

- Duty Location
- Unit Name
- SSN
- Full name and Rank

Phone Numbers

- 011-49-711-680-113 (from the US)
- 0711-680-113 (from Germany)
- 314-430-1110 (DSN in Germany)
- Red Cross (US) 1-877-272-7337

Value Added Tax (VAT)

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2,500 are \$5 each. The forms for purchases greater than €2,500 cost \$25 each. Check with the retailer to see if they accept VAT forms. See the VAT office for more information.

Rationing

German, US Custom Laws, and US Army in Europe Regulations apply to all US Forces in Germany. Rationed items are not transferable and are for your own personal use. They are not for resale and violators are subject to disciplinary action. Rationed items include cigarettes, coffee, and liquor that are purchased in the PX, Shoppette, and Commissary.

Orders needs approval stamp or a rations card issued by the S1 upon arrival in Germany in order to receive rational privilege.

Helpful Links

USAREUR Website: <http://www.eur.army.mil>

USAG Stuttgart Website: <https://home.army.mil/stuttgart/>

Transportation/HHG <http://www.move.mil> (Must be authorized on your orders to be reimbursed by the government)

**Facebook has many useful pages

GERMANY - WIESBADEN

BEFORE YOU ARRIVE

Bringing Dependents to Germany

Although you are not prohibited from bringing your dependents to live with you in Germany, USAREUR does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post).

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Germany, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. When in doubt, Soldiers should contact appropriate offices to determine availability of services.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Germany with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Germany beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Germany.

Traveling With Pets

It is important to understand where you will be housed prior to considering bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be sure you know exactly where you

will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: When traveling with pets, delays in travel that affect your timeline may incur additional expenses.

Travel to Theater – Frankfurt Airport

Your orders will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. This should be arranged with your Sponsor before arrival. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, your travel will be booked using DTS during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO/Carlson Wagonlit that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not process. *** **Ensure SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.**

Once you have received your itinerary, send it to your sponsor.

Arranging Temporary Lodging

Soldiers in the grade of **E5 and below** will be housed on post in barracks. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the grade of **E6** will be assigned to an apartment with a roommate in the Crestview Housing Area. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will have the choice to be housed in unaccompanied personnel housing in the Crestview Housing Area (two bedroom apartment with a roommate) or off-post and should arrange temporary lodging (hotel) until housing is assigned/leased.

If arranging temporary lodging, you are only afforded 65% of the current locality per diem lodging rate. Any charges over that amount will not be reimbursed. See TLA Computing for more information: https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf.

Soldiers will contact the Wiesbaden Army Lodge and make initial reservations for 30 days. Contact the Wiesbaden Army Lodge for reservations. It is required that you stay at the lodge if there is availability. This will give you access to the shuttle bus that goes between Hainerberg and Clay Kaserne. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels recommended by the Army Lodge. You are free to use any hotel of your choosing under the per diem cap, but be mindful of transportation to Clay Kaserne, as transportation is only provided from the Army Lodge.

- Contacting Wiesbaden Army Lodge (Hainerberg Post)

- 011 49 611-723760 From USA
- 0611-723760 From Germany
- reservations@wiesbadenlodge.com

Transportation from Arrival Airport to duty location in Europe

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every Soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

USAREUR Driver's License

During in-processing you will attend a half-day classroom instruction followed by the written exam. You **MUST** have this license as a USAREUR Soldier to drive in Germany. The cost is typically \$15. It is recommend that you review the study guide ahead of time. The study guide can be found at: https://www.afsbeurope.army.mil/Portals/30/PDFs/LRC_Bavaria_Transportation/Drivers-Handbook.pdf

REPORTING

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing (Day 1). You will in-process IACS for base access, HHBN, Welcome Center for in-processing schedule, and be introduced to your Supervisor and team if time allows. Upon completion you will be taken to your hotel or assigned your on-post accommodations.

In Processing

Your place of duty for 10 business days will be the in-processing center in uniform. TDY and other work-related travel is **not** authorized during in-processing.

In-processing begins at 0730 on Day 2 in Building 1023W.

- If staying at the Army Lodge, Soldiers can take the southbound base shuttle. Check posted time table outside the lodge.
- If residing off post, transportation is an individual requirement.

The next 10 days will be a combination of individually made appointments to complete tasks such as medical, dental, etc. and scheduled briefings within various classrooms inside the Welcome Center

Required Documents

- 10 copies of your orders
- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

Finance

Responsible Finance Office: Wiesbaden Finance Office

Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

Housing

Responsible Housing Office: Wiesbaden Housing Office

Soldiers in the grade of **E5 and below** will be housed on post in barracks.

Soldiers in the grade of **E6** will be assigned to an apartment with a roommate in the Crestview Housing Area.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will have the choice to be housed in unaccompanied personnel housing in the Crestview Housing Area (two bedroom apartment with a roommate) or off-post. Soldiers in unaccompanied personnel housing will adhere to USAG Wiesbaden policies regarding pets and family member visits. Contact the housing office for more information.

Should on-post housing not be available, a statement of non-availability will be issued by the on-post housing office and you will be referred to off-post housing.

Off-Post Housing in the Wiesbaden Area

Off-post housing in the Wiesbaden area can be very expensive. You will be required to pay a deposit on an off-post apartment or rental house. This is typically between \$3,000 and \$7,000 US dollars. A rental advance is available upon request but may not be paid prior to being required to submit the deposit. If the advance is taken it will be deducted monthly for up to the length of your orders set. Housing deposits may be kept up to 1 year after the end of a contract. Check with the landlord for details prior to signing your contract.

When choosing off-post housing, pay careful attention to the zip code of the house, as it will affect the OHA allowance authorized. **OHA is paid based on your PDS (If your order states Duty At: Wiesbaden, you receive OHA based on the Wiesbaden rate)**

IMPORTANT – If you currently reside in the Wiesbaden area, confirm with the housing office which OHA area your zip lies in, Other Hesse (DE359) or Wiesbaden (DE355). There is a large difference in OHA allowances between the two.

Additionally, there are very few rentals that are fully furnished. While the Army may provide “some” loaner furniture, you may need to purchase additional furniture and accessories. You will receive a one-time move-in allowance (MIHA). However the MIHA is location dependent and rarely exceeds \$500-700 U.S. Dollars.

You can check out www.homes.mil for available houses for rent; **HOWEVER**, you will **NOT** be able to schedule any visits or contract for a house **UNTIL** you:

- Complete finance and in-process through on-post housing for a Statement of Non-availability (SNA). This is different than the one you may receive for the hotel.

- Coordinated with off-post housing for appointments to schedule visits to available homes (the website is not always up-to-date).

Transportation Options

Public transportation around Wiesbaden, Germany and Europe in general is excellent. Many Soldiers use the bus to get to and from work.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work.

Carpool with other Soldiers in your section/apartment complex.

Vehicle purchase options include:

- USAG MWR bid lot (located across from Army Lodge next to the ACS building)
- USAG Wiesbaden resale lot (located on the west side of Army Lodge parking lot)
- Various dealerships/lots in the greater Kaiserslautern Military Community Consolidated (KMCC) and Ramstein Air Base locale

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. You will also be required to obtain a USAREUR driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

If your dependent is visiting for less than 30 day and will need to drive your USAREUR registered vehicle, you must visit the local military Customs Office and obtain an AE Form 550-175D (Authorization to Operate a POV). The customs staff will fill out the AE Form 550-175C (Request for Exception to Policy for Authorization to Operate a POV). You will be required to provide the sponsor's / vehicle owner's ID card, POV registration, name of visitor, a photocopy of the visitor's passport, and international driving permit or other driver's license valid in Germany. If they are going to be in the country for 30-90 days, they will be required to get a USAREUR driver's license.

Insurance is required and must be provided prior to registration.

LOCAL INFORMATION

There are three base annexes in Wiesbaden. Clay Kaserne houses the USAREUR Headquarters and other tenant units; Hainerberg houses on-post housing, PX, Commissary, and the Army Lodge; and Mainz-Kastel is where vehicle registration, inspection and the TMP lot is located. In addition, there are two housing areas that do not have restricted access, Crestview and Aukum Housing Areas.

Banking & Credit Cards

You will need to open a bank account when you arrive. German bills, such as rent and utilities are paid by direct debit using an international bank account number (IBAN), which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are a number of banks to choose from:

7. Community Bank (<https://www.dodcommunitybank.com/>)

8. Andrew's Federal Credit Union (<https://www.andrewsfcu.org/about-us/in-the-community/overseas.html>)
9. You may also open an account at a German bank off-post

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. Soldiers should consider carrying local currency when shopping on the economy in case vendors do not accept credit cards.

Ensure credit cards, if you use them, have travel notices in place with the bank.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

It is highly recommended that you have a local phone number. International plans are very expensive. See [Keeping in Touch Abroad](#) for more options.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel.
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

Making calls to and from Germany:

1. To call the United States from Europe: 001 + area code + number.
2. To call Germany from the United States: 011 + 49 + German number.

Note: A German telephone number begins with a "0"; you drop the first "0" to the local number. Example: 09662-83-2289 dialed from the US would be 011-49-9662-83-2289.

Red Cross Messages

Prior to departing the United States, please provide the following information to your family/friends in case of an emergency:

- Duty Location
- Unit Name

- SSN
- Full name and Rank

Phone Numbers

- 011-49-711-680-113 (from the US)
- 0711-680-113 (from Germany)
- 314-430-1110 (DSN in Germany)
- Red Cross (US) 1-877-272-7337

Value Added Tax (VAT)

Sales tax in Germany is 19%. You can purchase VAT forms that will allow you to recoup the tax on your purchases. There are two different forms. The form for purchases under €2,500 are \$5 each. The forms for purchases greater than €2,500 cost \$25 each. Check with the retailer to see if they accept VAT forms. See the VAT office for more information.

Rationing

German, US Custom Laws, and US Army in Europe Regulations apply to all US Forces in Germany. Rationed items are not transferable and are for your own personal use. They are not for resale and violators are subject to disciplinary action. Rationed items include cigarettes, coffee, and liquor that are purchased in the PX, Shoppette, and Commissary.

Orders needs approval stamp or a rations card issued by the S1 upon arrival in Germany in order to receive rational privilege.

Helpful Links

USAREUR Website: <http://www.eur.army.mil>

USAG Wiesbaden Website: <http://www.wiesbaden.army.mil/>

Transportation/HHG <http://www.move.mil> (Must be authorized on your orders to be reimbursed by the government)

**Facebook has many useful pages

ITALY - AVIANO & VICENZA

BEFORE ARRIVAL

Bringing Family to Italy

The Status of Forces (SOFA) agreement between the United States and Italy does not allow you to bring your family if they are not included on your orders, and therefore will only be able to visit you on a Tourist Visa for 90 days at a time. Bringing your family to Italy requires Command Sponsorship, this entitlement is only available for active duty Soldiers that are serving at least 3 years in Italy, and allows them to obtain the required Soggiorno for their family members. COADOS order length can only be up to 365 days at a time in a non-contingency location, because of the short tour length it is unlikely that you will receive Command Sponsorship. When you apply for a new COADOS tour for an additional 365 days, this does not change your eligibility status for Command Sponsorship, you are on a completely new 365 day tour that starts the day after your previous order ends.

Traveling With Pets

It is important to understand where you will be housed prior to consider bringing pets. If you are assigned to live on post, pets are not allowed. Pets will not be a consideration for an exception to policy to reside off post. Any costs associated with bringing your pets are at your own expense. It is recommended that you arrive and secure housing prior to sending your pets and have alternate plans if your housing situation does not allow for pets.

Traveling overseas with a pet requires additional planning and preparation. Bringing pets to Europe is a privilege, not an entitlement. As such, the Contract Travel Office (CTO), does not book pet flights, but they can book a pet-friendly flight with the CTO contracted airline Patriot Express or other airline if authorized to travel commercially. All costs associated with pet travel are at your expense. Commercial airline carriers may have specific pet policies or limitations that further restrict pet travel. Traveling with pets requires a lot of pre-planning. Late reporting due to lack of availability of pet flights is not authorized.

See your local veterinarian for current requirements to travel with or ship your pets (Pet Passport) to your new country and specific location – requirements can vary greatly so be ensure you know exactly where you will be assigned. Plan for additional fees for pre-travel prep, flights, arrival and possible boarding/kennel needs which may not be reimbursable. NOTE: Some timelines are very specific and may cause delays, as well as significant additional expense, for your pet's travel if you do not follow exact requirements.

Travel to Theater – Venice Airport

Your orders will be PCS Orders and flights are paid using a Centrally Billed Account (CBA). This means that you will need to call 1-800-709-2190 or the 800 number on your order to book your flights... **DO NOT USE DTS OR YOUR GOVERNMENT TRAVEL CHARGE CARD**, you will not be reimbursed.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel to theater will be arranged by the CRC.

You must make a CRC reservation (can't make until within 30 days of CRC). Reporting to CRC will be on a Saturday and start on a Sunday. Failure to make a CRC reservation will result in CRC staff turning you away upon arrival. Visit <https://home.army.mil/bliss/index.php/units-tenants/crc/military-dod-civilian-deployers> to reserve and to access the checklist for the required Pre-Deployment TSIRT Computer Based Training (CBTs). All applicable CBTs must be completed prior to arrival at CRC. Print all certificates and bring them with you to turn in to CRC staff.

Once you have received your itinerary, send it to your M&RA POC and sponsor. Your sponsor will be responsible for arranging your transportation from the airport to your lodging/barracks. You may take a taxi to the hotel if your sponsor is not available to pick you up.

Arranging Temporary Lodging

Soldiers in the grade of **E6 and below** will be housed on post in barracks. Your sponsor will arrange for you to sign for your room on the day you arrive in country. Lodging will not be reimbursed.

Soldiers in the grade of **E7 and above**, to include officers and warrant officers, will be housed off-post and should arrange off-post temporary lodging (hotel).

If arranging off-post lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA). Any charges over that amount will not be reimbursed.

Lodging should initially be reserved for 30 days. Contact the Ederle Inn (Army lodge on Caserma Ederle) for reservations. It is recommended that you say at the lodge if there is availability. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels recommended by the Army Lodge. You are free to use any hotel of your choosing, but be mindful of transportation will be your responsibility during in-processing.

Contacting Ederle Inn (Army Lodge on Caserma Ederle)

- 011 39 0444 71 8034 From USA
- <https://italy.armymwr.com/programs/ederle-inn-army-lodging>

Transportation from Arrival Airport to duty location in Europe

Once you have received your itinerary, send it to your sponsor. Your sponsor is responsible for arranging your transportation from the airport to your lodging/barracks.

REPORTING

In Processing

You will begin in-processing at the Central Processing Facility (CPF) on Caserma Ederle the first available duty day. You will receive your in-processing schedule, be introduced to your Supervisor and team and then will be brought to your hotel (E7 and above) or your assigned quarters (E6 and below). Expect in-processing to last about 3 weeks.

Entitlements

Entitlements vary greatly depending on each Soldier's individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your entitlements again during the finance in-processing brief.

Housing

Typically, Soldiers E7 and above, unaccompanied will live off post. You will be required to pay a deposit on an apartment or rental house. This can typically be between \$3-7K. Additionally, there are very few rentals that are fully furnished. You may need to purchase furniture and accessories. You will receive a one-time moving allowance and you can take an advance from finance to help alleviate the strain of this money up front.

APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Allied Forces Italy Driver's License

You will also need to obtain an Allied Forces Italy driver's license upon arrival. Ensure that your state driver's license will not expire during your stay in Italy.

You will complete the Allied Forces Italy driver's training and test during your arrival in-processing (within the first 1-2 weeks in Italy). You **MUST** have this license as a USARAF Soldier to drive in Italy.

LOCAL INFORMATION

There are two garrisons in Italy, Vicenza and Camp Darby.

Banking & Credit Cards

You will need to open a bank account when you arrive. Italian bills, such as rent and utilities are paid by direct debit using an IBAN, which US banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

There are two banks to choose from:

1. Community Bank (<https://www.dodcommunitybank.com/>)
2. Italian Local Bank BNL (<https://bnl.it/it/Individui-e-Famiglie>)

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger box stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. It is recommended carrying some cash in local currency if you plan to shop on the economy.

Ensure credit cards, if you use them, have travel notices in place with the bank.

Mobile Phones

Ensure that your US phone is unlocked and ask your provider if it will work in Italy. Most plans offer international rates and you should be able to use your phone here until you get an Italian plan.

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain US and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Italy. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure an Italian cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Transportation Options

Public transportation around Vicenza, Italy and Europe in general is excellent. Many Soldiers use the bus to get to and from Caserma Ederle and Caserma Del Din.

Use of a bicycle is also very popular. Carpool with other Soldiers in your section/apartment complex.

Purchase a vehicle, options include:

- USAG Italy resale lot (located in rear of Army Lodge parking)
- FaceBook.com (Search Vicenza Beaters)

Insurance is required and must be provided prior to registration.

Red Cross Messages

Prior to departing the United States, please provide your significant other the following information in case of an emergency:

- Duty Location
- Unit Name
- SSN
- Full name and Rank

Phone Numbers

- Vicenza Red Cross 0111-39-0444-61-8918 (from the US)
- 637-8919 (DSN in Germany)
- Red Cross (US) 1-877-272-7337

Valued Added Tax (VAT)

Spending over 150€ at one store? Check out the [TAX RELIEF OFFICE](#) to learn how you can buy certain items minus the 22% Valued Added Tax (VAT)!

Helpful Links

<https://home.army.mil/italy/index.php>

POLAND, BOLESLAWIEC & DPTA (RESOLUTE CASTLE)

BEFORE YOU ARRIVE

Bringing Dependents to Poland

Although you are not prohibited from bringing your dependents to live in Poland, USAREUR does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post). As quarters off post are not authorized, any cost for your family to reside in Poland would be at your own expense.

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Poland, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. You would need to contact the local offices to be advised on availability.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Poland with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Poland beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Poland.

Traveling With Pets

Traveling with pets is not authorized as you will be assigned government quarters.

Travel to Theater – Poznan Airport

Your command will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, you travel will be booked via SATO during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not process. *** **Ensure SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.**

Once you have received your itinerary, send it to your sponsor.

Arranging Temporary Lodging

All Soldiers delayed in travel will have lodging directly coordinated through the Resolute Castle OIC/Lead Planner and the Unit's GPC holder and Government Travel Cards.

Transportation from Arrival Airport to duty location in Europe

Resolute Castle OIC/Lead Planner through USAG Poland (21st TSC) will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Mail will be delivered through common mailing address.

USAREUR Driver's License

You will conduct online classroom instruction followed by the written exam through JKO Joint Knowledge Online. You **MUST** have this license as a USAREUR Soldier to drive in Poland.

Finance

Responsible Finance Office: Report through direct chain of command.

Entitlements vary greatly depending on each Soldier's individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if your phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Poland. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a Poland cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- Two options to choose from at the PX (TKS or T-mobile) that have been vetted for military personnel
- Options on the economy as well (at your own risk).

There are also pay-as-you-go options available at the local electronics stores.

POLAND – POZNAN

BEFORE ARRIVAL TO POLAND

COMING SOON

POLAND – WARSAW

BEFORE ARRIVAL TO POLAND

Bringing Dependents to Poland

Although you are not prohibited from bringing your dependents to live in Poland, USAREUR does not encourage this due to the financial and legal implications of doing so. Dependents will NOT be command sponsored and are, in effect, considered tourists, living in your off-post housing (not authorized to live on-post). As quarters off post are not authorized, any cost for your family to reside in Poland would be at your own expense.

Under the NATO Status of Forces Agreement, and any applicable supplemental agreement between the United States and Poland, your dependents will be considered as “accompanying the force” in the same manner as Soldiers with accompanied orders. However, this status merely authorizes your dependents to remain in country beyond 90-days without an applicable visa. It does not authorize your dependents access to certain services typically available to US Military dependents at the overseas duty location: schools, child care, and local medical facilities. These services may be available on a space available basis, but it is not guaranteed. You would need to contact the local offices to be advised on availability.

There are financial and legal implications if you chose to bring your dependents here on anything other than a visit/vacation. Please understand and carefully consider the risks and financial impacts before you make any decisions about your family. You should reference the Pay and Entitlements brief (Appendix A) of this guide and contact your servicing U.S. Army Europe finance office prior to accepting orders.

If you bring your family members to Poland with the **intent** for them to remain with you beyond 90 days you must notify your finance office immediately upon their arrival. *Intent* may be inferred from actions suggesting that you plan for your family to remain in Poland beyond 90 days, such as enrolling your children in school. Be up front with your intentions for your family in order to avoid any negative financial or legal consequences.

All family related travel and housing expense is at the Soldiers OWN expense (non-reimbursable). Ensure you understand the requirements and services available prior to bringing them to Poland.

Travel to Theater – Frankfurt Airport

Your orders will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, your travel will be booked via SATO during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not process. *** **Ensure**

SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.

Once you have received your itinerary, send it to your sponsor. Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

Transportation from Arrival Airport to duty location in Europe

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

REPORTING

Soldiers will initially in-process in Wiesbaden, Germany before departing for Warsaw, Poland. In-processing instructions for arrivals to Wiesbaden apply to those whose final destination is Warsaw, Poland.

Temporary Lodging - Wiesbaden

During your stay in Wiesbaden, you will be in a TDY status. Contact your chain of command for instructions on completing your DTS. Soldiers will contact the Wiesbaden Army Lodge and make initial reservations for two weeks (10 business days). Contact the Wiesbaden Army Lodge for reservations. It is required that you stay at the lodge if there is availability. This will give you access to the shuttle bus that goes between Hainerberg and Clay Kaserne. If there is no availability at the lodge you will receive an email with a statement of non-availability. In that case it is recommended that you use one of the hotels recommended by the Army Lodge. You are free to use any hotel of your choosing under the per diem cap, but be mindful of transportation to Clay Kaserne, as transportation is only provided from the Army Lodge.

- Contacting Wiesbaden Army Lodge (Hainerberg Post)
 - 011 49 611-723760 From USA
 - 0611-723760 From Germany
 - reservations@wiesbadenlodge.com

Temporary Lodging - Poznan

Soldiers will need temporary lodging, which should initially be reserved for 30 days, while they search for an apartment on the economy. Contact the Office of Defense Cooperation (ODC) Office Manager for reservations at the U.S. Embassy rate. The phone number is 011 48 22 504-2853. The Office Manager will have the latest information regarding the hotels that can be used at the U.S. Embassy rate, which will also fall within the per diem rate.

For temporary lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA). Any charges over that amount will not be reimbursed. See TLA Computing for more information: https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf

The Wiesbaden Finance Office is the agency that will pay the TLA. However, a TLA Authorization Form is required for the Finance Office to pay. For soldiers in Warsaw, Poland, the TLA Authorization Form is received from the Area Support Group (ASG) representative, out of Poznan, Poland. The name of the ASG representative will be given to you by your sponsor in Poland.

Permanent Lodging

Responsible Housing Office: Wiesbaden

In searching for permanent lodging, soldiers may do their own research, or may utilize the services of a Polish realtor. The U.S. Embassy will help in finding a realtor. If using a realtor's services, there is an associated reimbursable fee.

While in-processing in Wiesbaden, you will be briefed on the differences between BAH and OHA. When choosing an apartment, remember the limits, as well as the pros and cons, of using BAH versus OHA. If you chose OHA over BAH, you will need to turn in your housing contract to the finance office in Wiesbaden, as well as any other required documentation.

Apartments in Warsaw, Poland are very reasonable in cost. A fully furnished apartment in a good location can be found within either the BAH or OHA rates.

Finance

Responsible Finance Office: Wiesbaden Finance Office

Entitlements vary greatly depending on each Soldier's individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

Transportation Options

Public transportation around Warsaw, Poland is excellent. Many Soldiers use the bus to get to and from work. Renewable transit passes can be purchased at kiosks locations throughout Warsaw.

Use of a bicycle is also an option. There are many trails that offer safe ways to ride to work.

If you purchase a vehicle, you will be required to have the vehicle inspected (usually paid for by the seller), registered and insured by you. In order to drive in Poland, you will be required to obtain a USAREUR driver's license as well as an EU International driver's license.

As with purchasing any car, it is highly recommended you have the vehicle independently inspected by a certified mechanic.

LOCAL INFORMATION

Banking & Credit Cards

You may want to open a bank account when you arrive. Polish bills, such as rent and utilities can be paid by direct debit using and IBAN, which U.S. banks do not have. Ensure that the bank you choose offers this service, as not all of them do.

Another option for pay bills, rent, and utilities, is to utilize the services of the American Community Association (ACA) at the U.S. Embassy. You may set up an account with ACA. ACA will pay your bills in Polish zloty (the Polish currency), and then bill you in U.S. dollars. You may want to look at this option before opening a Polish bank account, as you may receive more favorable exchange rates and pay less in service fees.

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only.

Typically, larger box stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. It is recommend carrying local currency if you plan to shop on the economy.

Ensure credit cards, if you use them, have travel notices in place with the bank.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Poland. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a Poland cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell phone service options include pay-as-you-go and contracted services at local electronics stores.

APO Mail System

The Army has set up the APO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing. Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

Once you arrive in Warsaw, you may use the following U.S. Embassy mailing address:

Your name
Unit 5010
ODC
DPO AE 09730

Value Added Tax (VAT)

Sales tax in Poland is either 8% or 23% depending on what you are purchasing. The ACA at the U.S. Embassy will assist you to recoup the tax on your purchases. The cost is \$0.50 per invoice.

ROMANIA – ALL LOCATIONS

BEFORE YOU ARRIVE

Bringing Dependents/Pets to Romania

You are not authorized to bring your dependents nor pets to live with you in Romania.

Travel to Theater – Bucharest, Airport (OTP)

Your orders will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, your travel will be booked via SATO during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not process. *** **Ensure SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.**

Once you have received your itinerary, send it to your sponsor.

Arranging Temporary Lodging

If arranging temporary lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA). Any charges over that amount will not be reimbursed. See TLA Computing for more information: https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf

Transportation from Bucharest Airport to duty location in Romania

Your sponsor will arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

APO / DPO Mail System

The Army has set up the APO / DPO system to provide regular mail service to service members. Mail service is for personal use only. It is NOT for business use.

Every soldier is required to have a Community Mail Room (CMR) post office box while on orders. This will be your official mailbox and will be required during in-processing.

Coordinate with your sponsor to obtain a mailbox as soon as your orders are cut.

USAREUR / EUCOM Driver's License

You are required to have either a USAREUR or EUCOM driver's license to operate a government vehicle, depending on your location. See your chain of command for the requirement.

REPORTING

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. Each command and location have specific procedures that are required. Consult your sponsor for details.

In Processing

Each duty location in Romania has specific in processing procedures. At a minimum, be prepared to provide the following:

- 10 copies of your orders
- Any other documents required for finance

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

Finance

Responsible Finance Office: Wiesbaden Finance Office

Entitlements vary greatly depending on each Soldier's individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

Housing

If you are on orders at Mihail Kogalniceanu Air Base (MKAB), your sponsor will work with the Housing Office to secure a room in the barracks. The type and size of the room is dependent on your rank.

If you are stationed somewhere other than MKAB your sponsor will work with you to find suitable housing accommodations. If you are living "off post", before signing any paperwork to lease a house or apartment, ensure that Wiesbaden Housing Office and the USAREUR Legal Office approve the lease.

Your sponsor will help with your housing needs.

Transportation Options

In general, public transportation in Romania is a cheap, safe option for getting around. Where you are located will determine what type of personal transportation you will need. Consult with your sponsor if you wish to purchase a car or if there is an option to carpool to work for those living "off base". Uber, Black Cab and other ride share options are readily available in the bigger cities as well as local taxi cabs.

LOCAL INFORMATION

Banking & Credit Cards

You may need to open a bank account when you arrive. Romanian bills, such as rent and utilities are paid by direct debit but do not use the US banking system. Ensure that the bank you choose offers this service, as not all of them do. Your sponsor will help you get started.

Soldiers will find themselves on the economy for travel, entertainment, and dining. While most businesses will accept bank debit and credit cards, some vendors operate on local currency, cash only. Typically, larger box stores and shopping malls will accept debit and credit cards while smaller shops, restaurants, and street vendors will be cash only. It is recommend carrying local currency if you plan to shop on the economy.

Ensure credit cards, if you use them, have travel notices in place with the bank.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Germany. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a German cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Cell Phone Services:

- There are a few options for telecom providers in Romania. It is suggested that you utilize the monthly pay as you go plan. Your sponsor will give you more details on arrival.
- Options on the economy as well (at your own risk).

Value Added Tax (VAT)

There may be an option for you to receive a refund for your Value Added Tax (sales tax). Your sponsor will discuss what you may be authorized.

UKRAINE – KIEV

BEFORE YOU ARRIVE

Bringing Dependents/Pets to Ukraine

You are not authorized to bring your dependents nor pets to live with you in Ukraine.

Travel to Theater – Borispol International Airport (KBP)

Your orders will give instructions for how to book your flights. Pay careful attention to the instructions as unauthorized charges will not be reimbursed. If you do not understand how to book your travel, reach out to your sponsor or TOD POC prior to booking to avoid unnecessary charges.

Refer to your orders for travel allowances such as excess baggage. Expenses not authorized on your orders will not be reimbursed. Contact the airline to determine applicable baggage weight allowances.

You will make travel arrangements to the **Report To** location on your orders. If you are reporting to a CONUS Replacement Center (CRC) such as Fort Bliss, your follow-on travel will be arranged by the CRC. If you are reporting to a European location with follow-on travel to your duty location, your travel will be booked via SATO during in-processing.

You may make your flight arrangements prior to receiving your orders. Inform SATO that your orders are in the process of being generated. They will make your reservation but will not issue your tickets until they receive your orders. If your orders are not processed in time, the tickets will not process. *** **Ensure SATO knows your REPORT date (start date of the order) into Europe. This will determine your DEPARTURE date (they may be different) from your location.**

Once you have received your itinerary, send it to your sponsor.

Arranging Temporary Lodging

If arranging temporary lodging, you are only afforded 65% of the current Temporary Lodging Allowance (TLA). Any charges over that amount will not be reimbursed. See TLA Computing for more information: https://www.defensetravel.dod.mil/Docs/perdiem/Computing_TLA.pdf

You will make your own reservations. Hotels in Kyiv will typically be booked at either the InterContinental, the Hyatt, or the Hilton, barring any unforeseen obstacles (e.g. unavailability due to a major conference). If you are in Kyiv for an extended period and want specific amenities like laundry washing machine and kitchenette, Senator properties are the most common. Please reference the common hotels section.

Ensure to make lodging reservations prior to your departure for Ukraine and are included in your APACS request. The Embassy has relationships with some of the major hotels downtown and in some of the major cities, in addition to Kyiv, and can assist if requested, but TDY personnel are responsible for their lodging reservations prior to their arrival and settling their bill prior to their departure. The most common hotels used by TDY personnel to the Embassy and ODC Kyiv are listed at the end of this document.

Transportation from Borispol Airport to duty location in Kiev

Your sponsor should arrange for your transportation on the day of your arrival. Should you have any specific circumstances regarding your transportation, please notify your sponsor.

Uber is widely available in Ukraine by utilizing the application on your smartphones once you establish connectivity. All transactions are secured and processed through the Uber application using your debit or credit card. An option to pay in cash is available as well. Using taxis is an option as well but be sure to skip anybody asking to give you a ride and head straight to the taxi stand directly outside the arrivals terminal . Be sure to agree upon a price before you drive. When returning to the airport, either use Uber or coordinate with your hotel for a taxi ride. Be sure to give yourself plenty of time to arrive early, especially during rush hour periods and in the winter when highway speeds are limited due to icy roads because the 45-minute ride can quickly become one and half hours. If you get an Uber at KBP, the pick-up spot is generally outside at the departure drop-off.

APO / DPO Mail System

The Army has set up the APO / DPO system to provide regular mail service-to-service members. Mail service is for personal use only. It is NOT for business use.

Depending on your assignment, APO / DPO may not be available. It may be necessary to procure a post office box on the economy or have mail delivered directly to your residence. Contact your sponsor for more information.

USAREUR / EUCOM Driver's License

You are not required to have either a USAREUR or EUCOM driver's license to operate a personal vehicle, depending on your location. See your chain of command for the requirement.

REPORTING

You will be picked up from the airport by your sponsor or other pre-arranged transportation and brought to your mission location to begin in-processing. Each command and location have specific procedures that are required. Consult your sponsor for details.

In Processing

Refer to your orders for instructions on in processing. Be sure to bring your military identification card, multiple copies of your travel orders, and your passport. Contact your sponsor with any questions you may have.

MAKE COPIES OF ALL DOCUMENTS PRIOR TO TURNING THEM IN!!!

Finance

Responsible Finance Office: Stuttgart Finance Office

Entitlements vary greatly depending on each Soldiers individual circumstances and location. Please refer to the Pay Brief in Appendix A.

You will be briefed on your individual entitlements during the finance in-processing brief.

Housing

Housing situations will vary depending on the position being filled and the command that the person is attached to. Typically, service members in a PCS status in Kiev will reside in a long-term hotel or apartment.

USAREUR does not typically pay into the ICAS housing pool at the Embassy. Contact your sponsor for more information regarding Embassy housing.

If you are stationed somewhere other than Kiev your sponsor will work with you to find suitable housing accommodations. If you are living “off post”, before signing any paperwork to lease a house or apartment, ensure that Stuttgart Housing Office and the EUCOM Legal Office approve the lease.

Your sponsor will help with your housing needs.

Transportation Options

The public transportation system in Kyiv is very efficient and inexpensive. E.g. one-way Metro cost 8 UAH. There are three Metro lines, red, green, and blue. The green line is used to get to the ODC and the red line is the most commonly used to get to the U.S. Embassy.

It's recommended to use ride-sharing options over taxi services due to cost difference, as well as safety. Ride sharing options like Uber are very reliable and inexpensive in and around Kyiv. Another option is Taxify, as well as a local ride sharing company called Uklon. All three of these ride-sharing options are downloadable smart phone applications. You are able to link your credit card to Uber and Taxify as well as pay with local currency. However, with Uklon, you can only pay with local currency.

LOCAL INFORMATION

Embassy Policies

Coordination to visit the United States Embassy in Kyiv will need to be made prior to your arrival. If you have official business at this Embassy, be sure to inform the ODC so access can be requested no later than five (5) business days prior to the appointment. Embassy policy requires that all Bluetooth and Wi-Fi functions on smart phones, laptops, and other electronic devices to be turned off while on Embassy grounds. To have unescorted access, further information is required including your security clearance verification memorandums.

Other requirements include inputting your visit into the DoS Smart Traveler Enrollment Program (STEP) system (<https://step.state.gov/>) and adhering to the Foreign Clearance Guide (FCG) (<https://www.fcg.pentagon.mil/>) for Ukraine, including Aircraft and Personnel Automated Clearance Systems (APACS) approval. Additionally, Safe/AtHoc is required for Chief of Mission (COM) temporary duty (TDY) personnel for visits longer than seven (7) days.

The United States Embassy is located on 4 Sikorsko Street, approximately 15-20 minutes' drive from most downtown hotels (without traffic). Be sure to plan your commute accordingly to accommodate for traffic, which tends to be heavy during business hours. However, there are no specific off-limit locations in the vicinity of Kyiv, use common sense. If it seems like a bad idea, it probably is. Remember, you're a representative of your family, your unit, the U.S. Government, and the United States of America (U.S.A.). Be responsible and be respectful.

ODC Policies

If you're planning to visit Ukrainian military facilities and bases, you need to coordinate base access requests through the ODC in addition to your coordination with your Ukrainian counterparts. E.g., the ODC needs at least fifteen (15) days prior to your visit to process the base access request with the Armed Forces of Ukraine (AFU) General Staff (GS). Please email requests to your Bilateral Affairs Office

(BAO) point of contact (POC) and to the BAO shared email inbox at eucom.stuttgart.ecj5-8.mbx.odc-ukraine-bao@mail.mil.

For all USG employees, follow the Force Protection Policy currently in effect. For U.S. service members, uniform wear is for official functions only, and recommended not to be worn in and around the city, but only to be work in a government facility or location of the official event.

Banking & Credit Cards

Due to rampant credit/debit card fraud, it's advisable to use cash during transactions using the hryvnia (UAH). This will make splitting the check at meals easier since restaurants don't typically divide the bill for each patron. The exchange rate here is favorable toward the U.S. dollar. Reference the below table when doing conversions. Think of a 500 UAH note as a \$20 dollar bill to better track your expenditures.

For securing lodging, use your government travel card to avoid compromising your personal banking information. It is Ukrainian law that all credit card transactions take place in front of you. If you ever need to pay with a card, they must bring the machine to you or do it within your line of sight. Major purchases can be made with your personal credit card or debit card, however, make sure you're at a reputable establishment. (Know your pin for your CC or DBT.)

Banking Tips:

When using an ATM, make sure you use a machine in a secure location, such as a mall or bank lobby. Check the machine for credit card skimmers.

- Recommend using the ATMs in the major downtown hotels, the Embassy, and the Embassy cash cage.
- Remember! ATMs provide cash in local currency! Select "Other Amount" to receive more than 500 UAH (see table above). If you need U.S. dollars, you should go to the Embassy cash cage.
- The U.S. Embassy in Kyiv can cash checks for personnel on TDY for up to \$500 USD per day (distributed in USD or UAH). Bring a copy of your orders.
- Call your bank ahead of time to ensure that your debit/credit cards are authorized to make purchases in Ukraine.

Mobile Phones

For a phone to work in Europe, it needs to satisfy these requirements:

Be unlocked – some most companies sell phones with software that prevents them from recognizing another company's SIM card. Contact your cellular network provider before you leave the US to determine if you phone is unlocked.

Have a SIM card slot – certain U.S. and Canadian providers, running CDMA networks, sell unique versions of certain phones that have no SIM card slot to prevent customers from taking their phones to other networks.

Support LTE data (latest generation smart phones). If your phone does not support one of these bands, it should still connect at 3G speeds.

Ensure that your US phone is unlocked and ask your provider if it will work in Ukraine. Most plans offer international rates. However, if the international plan offered is excessive, you should be able to procure a Ukrainian cell plan here so long as your U.S. phone is unlocked and approved for use in Europe.

Upon exiting customs and receiving your baggage, you'll enter the main foyer of the arrivals terminal. To the left, there will be a currency exchange, an ATM, restrooms, and several shops. The shop on the left will have SIM cards for sale. After purchasing a new SIM card, please text a representative from the BAO operations team; reference the contact information in this packet.

Messaging

iMessage, WhatsApp, Telegram, and Viber are the preferred methods of communication here. You can call using these applications as well. The SIM card you purchased will most likely be 10 gigabytes or unlimited 3G/4G data, which will allow you to communicate without worrying about constantly adding minutes on your phone or using SMS texting. A SIM card through companies such as Kyivstar, Vodafone and Lifecell should cost somewhere between 70 UAH to 350 UAH. Refilling your phone is done by using touch-screen kiosks located around the city at shopping centers, metro stations, stores, and other business areas.

Wi-Fi

Most restaurants and coffee shops have Wi-Fi for their patrons; just ask for the password. Accessing these networks is not recommended without the use of a VPN. KBP airport should have Wi-Fi available to establish initial communication in the event you are unable to get a SIM card.

VPN

A paid Virtual Private Network (VPN) is highly preferred when using the internet in Ukraine. Hacking is a major issue and your personal information could be compromised on both your laptop and smartphone. There have been reports of hacks on both cell phones and laptops, resulting in bank accounts being drained. The following list does not constitute an endorsement but some VPNs that people have used successfully in the past are:

Express VPN – <http://www.expressvpn.com> – iPhone / Android / Mac / PC Compatible

NordVPN – <http://nordvpn.com> – iPhone / Android / Mac / PC Compatible

StrongVPN – <https://strongvpn.com/> - iPhone / Android / Mac / PC Compatible

APPENDIX A: ENTITLEMENT CHART

Summary of Financial Entitlements:													
Categories			Entitlements										
Dependent Movement	Tour Type	HOR Location	Dependent Status	DEP (Y/N)	DEP @	Mileage from PR to DS	Base Pay	BAS	PR Housing Allowance	COLA	PDS Housing Allowance	OCOLA	Per Diem
Accompanied	PCS	-	-	Yes	PDS	-	Yes	Yes	-	-	PDS-DR	PDS-DR	No
	HOR	-	-	Yes	PR	<50 mi	Yes	Yes	-	-	HOR-DR	HOR-DR	No
Unaccompanied	PCS	CONUS	Single	No	-	>50 mi	Yes	Yes	BAH/OHA	-	-	PDS	-
				Yes	PR	>50 mi	Yes	Yes	BAH/OHA**	-	-	PDS	-
				Yes	PDS	<50 mi	Yes	Yes	-	-	OHA - DR	PDS	-
			Married	Yes	PR	>50 mi	Yes	Yes	BAH/OHA - DR	-	FSH-O	PDS	-
				Yes	PDS	<50 mi	Yes	Yes	-	-	OHA - DR	PDS	-
				-	-	-	Yes	Yes	BAH/OHA	-	-	-	Yes
		OCONUS	Single	No	-	>50 mi	Yes	Yes	BAH/OHA	-	-	PDS	-
				Yes	PR	<50 mi	Yes	Yes	BAH/OHA**	-	-	PDS	-
			Married	Yes	PDS	<50 mi	Yes	Yes	-	-	OHA - DR	PDS	-
				-	-	-	Yes	Yes	BAH/OHA	-	-	-	Yes
TDY	CONUS	-	-	-	-	-	Yes	Yes	BAH/OHA	-	-	-	Yes
	OCONUS	-	-	-	-	-	Yes	Yes	BAH/OHA	-	-	-	Yes
**)Dependent rate based on support agreement													
PDS	Permanent Duty Station		DR	Dependent Rate									
PR	Primary Residence		DEP	Dependent(s)									
Required Documentation for Financial Entitlement													
Entitlement			Support Documentation										
Base Pay			Orders	(Address must be a physical address, not a P.O. Box or CMR and must be the address on the orders)									
Basic Allowance for Stenance (BAS)			Orders										
Basic Allowance for Housing (BAH)			DA5960										
Overseas Housing Allowance (OHA)			DA5960; Lease Agreement										
Cost of Living Allowance (COLA)			DA4187										
Overseas Cost of Living Allowance (OCOLA)			DA4187										
Family Separation Pay (FSP)			DD1561	(If entitled, after 30 days of separation)									
Clothing Monetary Allowance (CMA)			DA4187	Over 90 days on active duty									
Flight Pay			DA4187										

**Dependent rate based on support agreement

PDS	Permanent Duty Station	DR	Dependent Rate
PR	Primary Residence	DEP	Dependent(s)
Required Documentation for Financial Entitlement			
Entitlement	Support Documentation		
Base Pay	Orders	(Address must be a physical address, not a P.O. Box or CMR and must be the address on the orders)	
Basic Allowance for Sustenance (BAS)	Orders		
Basic Allowance for Housing (BAH)	DA5960		
Overseas Housing Allowance (OHA)	DA5960; Lease Agreement		
Cost of Living Allowance (COLA)	DA4187		
Overseas Cost of Living Allowance (OCOLA)	DA4187		
Family Separation Pay (FSP)	DD1561	(If entitled, after 30 days of separation)	
Clothing Monetary Allowance (CMA)	DA4187	Over 90 days on active duty	
Flight Pay	DA4187		

APPENDIX B: SOLDIER FOR LIFE – TRANSITION ASSISTANCE PROGRAM (SFL-TAP)



It's Your Transition - You Decide How to Complete It!

Get SFL-TAP on YOUR time, ANY time!



Option 1: LOCAL SFL-TAP CENTER

Prefer face-to-face counseling and classroom instruction? Visit the SFL-TAP center nearest to you!

Close to a SFL-TAP Center? Visit to learn more today!

Step 1: Complete 90 minute online preseparation counseling at www.sfl-tap.army.mil/pages/transition/preseparation_counseling.aspx OR contact your local SFL-TAP Center for a preseparation and initial counseling appointment

Step 2: Schedule your course appointments with your SFL-TAP counselor or by logging in to <https://www.sfl-tap.army.mil>



Option 2: VIRTUAL CENTER/CALL CENTER – 24/7

The Virtual Center offers an interactive online service to YOU – all you need is an account and a high speed connection!

Live classroom instruction plus deliverables –get started today!



Step 1: Complete 90 minute online preseparation counseling at www.sfl-tap.army.mil/pages/transition/preseparation_counseling.aspx

Step 2: Call the Virtual Center 24/7 for your initial counseling at 1-800-325-4715 to receive full details on the program

Step 3: Login to review the calendar of classes online at <https://www.sfl-tap.army.mil/> and call 1-800-325-4715 to register for classes that fit your schedule

Option 3: JOINT KNOWLEDGE ONLINE (JKO)

If your local SFL-TAP office or Virtual Center class schedule doesn't work for you, then you can complete transition courses at your own pace on JKO.

Available at your convenience!

Step 1: Complete 90 minute online preseparation counseling at www.sfl-tap.army.mil/pages/transition/preseparation_counseling.aspx

Step 2: Call the Virtual Center 24/7 for your Initial Counseling at 1-800-325-4715

Step 3: Login to JKO at <https://jkodirect.jten.mil> with your CAC

Step 4: Search for "TGPS" courses under the Course Catalog or use keywords

Step 5: Enroll in the desired course and click continue, then launch the course from the "My Training" tab

Step 6: Send your certificates and completed course deliverables to your SFL-TAP counselor for review



APPENDIX C: EXPLANATION OF ORDERS

Not all orders are identical, however this is an example of a typical set of orders with explanations of each portion.

YOU ARE ORDERED TO ACTIVE DUTY FOR OPERATIONAL SUPPORT UNDER PROVISION OF SECTION 12301 (D)¹, TITLE 10 UNITED STATES CODE FOR THE PERIOD SHOWN PLUS THE TIME NECESSARY TO TRAVEL² YOU WILL PROCEED FROM YOUR HOME³OR CURRENT LOCATION IN TIME TO REPORT FOR DUTY ON THE DATE SHOWN⁴ BELOW. UPON COMPLETION OF THIS DUTY, UNLESS SOONER RELEASED, YOU WILL RETURN TO YOUR HOME⁵ AND UPON ARRIVAL BE RELEASED FROM ACTIVE DUTY.

RPT TO: 0066 MI HHC HHC MI BDE (TIB WND1AA CDR, 66TH MI BDE WIESBADEN DE 09005-0000⁶
REPORT DATE: 03 APR 2017
PERIOD OF ACTIVE DUTY:181 DAYS INCLUDING ACCUM LEAVE END DATE: 30 SEP 2017
PURPOSE: CONTINGENCY OPERATION FOR ACTIVE DUTY OPERATIONAL SUPPORT (CO-ADOS) IN SUPPORT OF OAR-ERI WIAS#: E1-OAR-ERI-1125
ATT TO: 0066 MI HHC HHC MI BDE (TIB WND1AA CDR, 66TH MI BDE WIESBADEN DE 09005-0000⁷
DUTY AT: WIESBADEN, GERMANY⁸

ADDITIONAL INSTRUCTIONS: ATTACH FOR UCMJ, ADMIN, AND PAY. OFF WILL BE EXCLUDED FROM THE ACTIVE ARMY END STRENGTH IAW 10 USC 115 AND WILL NOT BE PLACED ON THE ADL UP 10 USC 641(1)(D) AND 620(A)⁹SOLDIER WILL CONTACT SERVICING FINANCE OFFICE FOR INPROCESSING EARLY REPORTING NOT AUTH. SOLDIER WILL REPORT FOR ACCESSION TO THE LOCATION INDICATED¹⁰UPON COMPLETION, SOLDIER WILL PROCEED TO DUTY LOCATION¹¹THIS AD PERIOD IS EXEMPT FROM THE 5 YEAR CUMULATIVE SERV LIMIT ON REEMPLOYMENT RIGHTS UNDER TITLE 38, USC, SEC 4312(C)(4)(B)¹²ALL OFCL TVL MUST BE ARRANGED THRU CARLSON TVL (1-800-709-2190)¹³R NEAREST SATO. TICKET PURCHASED AT OWN EXPENSE WILL NOT BE REIMB W/O REQ JUSTIFICATION¹⁴PAY WILL BE PROCESSED IN DJMS-RC. CONTACT HOUSING OFC OF THE GAINING INSTL BEFORE BUYING OR LEASING OFF POST¹⁵SUBMIT CONTINGENCY CLAIM THRU DEFENSE TRAVEL SYSTEM (DTS) BY CONTACTING LOCAL DTS ADMINISTRATOR OR DFAS-IN CONTINGENCY TRAVEL DEPARTMENT, WHICHEVER IS APPLICABLE. CBA DIRECTED FOR COMMERCIAL TRAVEL¹⁶RC SOLDIERS MUST RETURN TO DEMOB SITE TO REFRAD IAW CURRENT BOG POLICY NLT 39 DAYS PRIOR TO END OF MOBILIZATION/ACTIVATION/TCS ORDERS IN ORDER TO OUT PROCESS AND TAKE AUTHORIZED LEAVE¹⁷STORAGE OF HHG & POV AUTH: IF SINGLE; DUAL MIL & BOTH ARE DEPLOYED, OR MARRIED TO SM AT DIFFERENT DUTY LOCATION¹⁸THIS IS AN UNACC PERMANENT CHANGE OF STATION ASSIGNMENT¹⁹MOVEMENT OF HHG/DEP NOT AUTH.²⁰IAW MILPER MESSAGE 13-198, YOU ARE AUTH REIMBURSEMENT FOR TWO PIECES OF EXCESS ACCOMPANIED BAGGAGE, NOT TO EXCEED 50 LBS EACH.²¹

1. Orders Type – 12301 (D)
2. Travel Time – You will depart your primary residence the day prior to your report date in order to arrive on the start date.
3. Primary Residence – This is the address on your orders. If it is incorrect, notify us immediately. You will NOT be able to change your primary residence while on orders. If you do multiple orders back to back, you will not be able to change your address unless you have a break in orders per regulation
4. See Report Date
5. SATO will only book you a ticket to fly back to the location that you left from. Variation is not authorized.
6. RPT TO – This is the location you will report to and return to at the end of your orders; this may not be the same as your duty location.
7. ATT TO – Unit assigned to for administrative functions.
8. DUTY AT – Location where duty will be performed; any deviation from this location will require TDY authorization from your command.
9. This code states that you will not be counted by the Army as an Active Duty member when reporting end strengths.
10. This refers to the RPT TO location.
11. Refers to DUTY AT.
12. Provides that active duty (other than for training) in time of war or national emergency is exempt from the five-year limit whether voluntary or involuntary.
13. Call this phone number to arrange for your flights.
14. Do not use your Government Travel Charge Card (GTCC) to purchase your airline tickets.

15. Do not sign a lease for a house until you have in processed with the housing office at your duty location.
16. You MUST use a Centrally Billed Account (CBA) to purchase your airline tickets; you will need to send your orders to SATO before they will issue your tickets.
17. Timelines vary by location. Please see the chapter on out processing.
18. HHG and POV storage may be authorized.
19. This is an unaccompanied PCS tour
20. Shipment of Household Goods and dependents is not authorized.
21. Travelers are advised they are authorized two pieces of checked baggage, not to exceed 50 lbs per bag, normally allowed by the airline carrier. Any excess baggage in addition to free check baggage must be authorized in the orders or travelers will not be reimbursed. Travelers should be directed to contact the air carrier to determine their free checked baggage allowance. The cost of shipping this baggage must be initially borne by the traveler(s); however, it is a reimbursable expense that may be charged to the Soldier's GTCC. The Soldier must request and retain receipts for the shipment of baggage. These receipts must be provided when submitting the final travel voucher. It is the responsibility of both the MPD and the transportation office to counsel Soldiers regarding baggage allowances.